

**This Week in Terminal**  
**17, 2006**

**February**

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#### [DOT celebrates Black History Month:](#)

A celebration for Black History Month is planned for February 21, from 10:00-11:00 a.m. in the Oklahoma City Memorial Room (room 2230) in the DOT Nassif Building,

The highlight of the celebration will be a viewing of the documentary *The Voice of Gladdened Hearts*. This film, which is narrated by James Earl Jones, tells the story of the heroic rescue of ship passengers in 1896 by the only all-black lifesaving crew in American history. Participants will be introduced to Lieutenant Herbert Collins, one of two surviving surfmen from this legendary station, the Pea Island Lifesaving Service Station in North Carolina. *The Voice of Gladdened Hearts* touches on the universal themes of leadership, character, teamwork, and perseverance. Those values were embodied in the Pea Island crew under the command of Richard Etheridge, who was appointed Keeper in 1880. He trained his crew of expert fishermen and Civil War Veterans day and night, relentlessly drilling them with the lifesaving equipment, quizzing them on procedures, and

ensuring that the station was maintained impeccably. The Pea Island crews earned the reputation of being the best lifesavers in the Service.

### [ATO News](#)

#### [Airline thanks ATO:](#)

Northwest Airlines, which uses the Detroit Metro Airport as a hub, sent the ATO a thank you note for the efforts of the Command Center, Traffic Management Units, Directors of Tactical Operations, Detroit TRACON, Detroit Tower, and Cleveland Center last week. The note offered gracious praise for the center's well-orchestrated handling of traffic during Super Bowl XL. "On behalf of Northwest Airlines, please pass along our thanks to all of those involved in working through the multitude of issues to keep traffic moving over the SBXL weekend," Lorne Cass, Director of SOC Flight Dispatch and ATC for Northwest Airlines, wrote. "There certainly were unexpected challenges, but also a truly collaborative effort to reach solutions and mitigate their impact... "Great work by all. Thank you very much!"

### [CTSA News](#)

#### [Way to go!](#)

(Source: Mark Madden, Traffic Management Supervisor at Cleveland Center)

Cleveland Center used traffic management initiatives such as miles-in-trail restrictions and reroutes to skillfully handle a high volume of departure traffic following the Super Bowl. Mark Madden, Traffic Management Supervisor at Cleveland Center, praised controllers, supervisors and traffic management coordinators at the facility for being "creative and optimizing the use of all the airspace around Detroit." Madden writes in the center's newsletter that customers "were all very impressed by the way Cleveland Center was able to plan, remain flexible, and make/implement tactical decisions fully utilizing the airspace around Detroit to provide the ultimate customer service."

### [WTSA News](#)

### Arizona is on fire!

(Source: Warren Meehan, Phoenix Hub Manager)

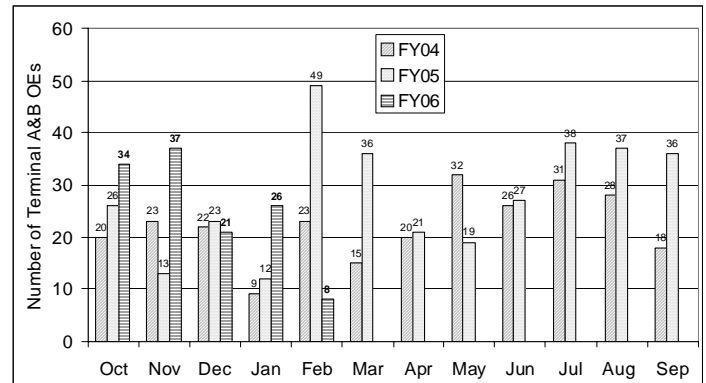
Controllers from the Phoenix HUB; Falcon-Mesa Tower (FFZ) and Prescott Tower (PRC) provided volunteers to staff a temporary control tower at Payson, Arizona. The "February Fire" as it is being called was growing to a significant size and certainly unusual for this time of year. Forest Service asked FAA for assistance. Eight controllers worked from sun up to sun set providing ATC services at Payson airport, an uncontrolled field for four days starting early Saturday morning, February 11, 2006. The controllers were: James Bermant, Bret Schneider, Robert Fletcher, Frank Vaughn and Robert Karsky & James Carter as standbys from FFZ as well as Geof Kusel and Rich Greathouse from PRC. Louis Longoria a technician from Phoenix Tech Ops unit traveled to Payson with the Emergency Suitcase equipment.

### Operational Errors (OEs)

Safety of the operation is always our highest priority. Operational errors/operational deviations are one measure by which the safety of the operation is evaluated.

	Category A & B	All Categories	Ceiling FY06
Terminal OEs Reported 02/10-02/16	3	6	
Terminal OEs for February	8	26	
Terminal OEs for January	26	53	
Terminal OEs FY06 to Date	126	279	
Total Terminal Cat A/B OEs	126		338
Total System Cat A/B OEs	220		680

(As of 02/16/06)



(As of 02/16/06)

For this reporting period (02/10/06 – 02/16/06), there were 6 overall operational errors reported. There were 3 category B errors relating to the following factors:

1. One category B error at CLT due to readback/hearback error and issuing wrong altitude
2. One category B error at A80 due to inadequate radar vectors to final approach
3. One category B error at A90 due to lack of positive control with an arrival conflicting with a departing aircraft

### Focus: Model Workplace

#### Navigating Conflict

(Source: Viscount Thurston)

*Whenever people come together, whenever there are multiple goals and values, and whenever time and resource constraints are present – conflict happens. In short, conflict is a fact of life.*

Dr. Stuart Heller, author of  
*Retooling on the Run:  
Real Change for Leaders with No Time*

Given the truth of Dr. Heller's observation, conflict in itself is not good or bad – it's just a fact of life. So when conflict comes up, how do you deal with it?

Here are some tips:

“Seek first to understand, then to be understood.” This habit from Stephen Covey's *Seven Habits of Highly Effective People* is still

hard to beat. We're not on "The McCaughlin Group" here – somebody has to listen!

"Take a deep breath!" This one has become a cliché, but don't knock it until you've tried it. Just noticing when your anxiety level is up and taking some deeper breathes can help you respond more effectively. Also, try checking your feet – where are they? Consciously place both feet on the floor to be more centered.

Don't assume your perception is "right." No one has a lock on objectivity (and that includes you!). The ability to say "My perception is *my* perception" is a milestone in emotional maturity.

Don't state your opinion as fact. Personal assessments dressed up as facts confuse and frustrate the dialogue. State your interpretation as *your* interpretation. Then it becomes your responsibility to *ground* your opinions with supporting facts.

Maintain respect. Agree or disagree, start with and stay with and end with respect for the basic human dignity of the person in front of you.

Sincerely,

Bruce Johnson, VP  
ATO-Terminal Services